

IUPUI OFFICE OF EQUAL OPPORTUNITY

ANNUAL REPORT

JANUARY 31, 2009

**Kim D. Kirkland
Director, Office of Equal Opportunity**

Office of Equal Opportunity Staff

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Campus Impact

The Office of Equal Opportunity, also referred to as the Office or OEO, is responsible for monitoring compliance with the University's Equal Opportunity (EEO), anti-discrimination, and anti-harassment policies as well as federal and state laws and regulations; investigating and resolving complaints of discrimination and harassment on the basis of sex, sexual orientation, race, color, religion, national origin, ancestry, disability, age, or veteran status; monitoring institutional employment practices and procedures (search process); and conducting training programs and presentations on EEO/AA – racial and sexual harassment, a wide range of diversity programs and workshops in order to ensure the most wholesome and productive learning and working environment for students, faculty and staff. Individuals who believe they have been unlawfully harassed or discriminated against are encouraged to contact our office.

The principle functions and responsibilities of the IUPUI Office of Equal Opportunity during 2008 were as follows:

- Affirmative Action Plan
- Employment Monitoring
- New Operating Procedures for Investigating Complaints of Discrimination
- Reasonable Accommodations
- Program Development/Training
- Liaison to Federal and State agencies on matters involving EEO/AA practices, policies, and charges of discrimination

I. **AFFIRMATIVE ACTION PLAN**

Development of the IUPUI Affirmative Action Plan (AAP) is one of the primary responsibilities of the Office of Equal Opportunity. In essence, the AAP is a snap-shot of the University's workforce that includes:

- Workforce Analysis – the representation of women and minorities across organizational units.
- Job Group Analysis – summarizes the workforce by a set of broad occupational categories – grouping job titles with similar job content, similar pay, and similar promotional and/or developmental opportunities.
- Availability – looks at the current workforce by job group as compared to individuals available in the workforce based on U.S. census data, graduation statistics, the internal labor pool, and other relevant sources.
- Comparison of Incumbency to Availability compares the current representation of minorities and women in our workforce to availability estimates to determine where we need to make greater efforts to reach parity and diversify the workforce.
- Goal Setting – goals are set for job groups where the incumbency and availability statistics are not equal. The Office of Equal Opportunity meets with each dean/vice chancellor/major unit head to review their current workforce profile, identify opportunities for recruitment in the immediate future, and discuss efforts and strategies to meet workforce goals for women and minorities.

Unit Action Plan: Administrators are required to submit a Unit Action Plan outlining major efforts and strategies for reaching goals. The Unit Action Plan should address specific outreach efforts to recruit minority and female faculty and staff, professional development opportunities for them, and opportunities for recruitment which are anticipated over the next several years. Finally, the Unit Action Plan should link components of the plan to IUPUI Diversity Performance Indicators.

The IUPUI Affirmative Action Plan is disseminated to key administrators at the conclusion of the process and is available for review.

http://www.iupui.edu/~oeo/documents/affirmative_action_2008.pdf

II. EMPLOYMENT MONITORING

Analysis of employment activity as it relates to hires, terminations, promotions, transfers, and demotions is required by Department of Labor regulations. The Office of Equal Opportunity (OEO) captures and monitors recruitment, referral, screening and appointment data for each faculty and professional staff vacancy to ensure the continuity and integrity of hiring processes for all academic and professional positions. Employment data is maintained in the OEO's Staff Applicant Monitoring system (SAM) and Faculty Applicant Monitoring system (FAM). These systems which were developed by the OEO facilitate the search process and ensure compliance with capturing federally required data relative to employment transactions. To assist departments, OEO staff is available to orient search committees on strategies for diversifying the applicant pool, understanding cultural norms, rater errors, as well as recruitment/interview guidelines and a resource database which is posted on the Office of Equal Opportunity's website or available at the link below.

<http://www.iupui.edu/~oeo/documents/recruitresources.pdf>

Summary of Faculty & Professional Staff – Recruitment, Appointments, and Separations

Faculty			Professional Staff		
	2008	2007		2008	2007
Total Applicants	3,435	2,379	Total Applicants	10,931	10,133
Total Appointments	221	247	Total Appointments	327	399
Pending Appointments	35	15	Pending Appointments	29	15
Total Exceptions Approved	22	69	Total Exceptions Approved	9	23
Total Exceptions Denied	4	1	Total Exceptions Denied	1	0
Total Separations	165	194	Total Separations	216	244
			Reclassifications	130	126
<u>Search Exception Justifications:</u>			<u>Search Exception Justifications:</u>		
Programmatic Need	13		Programmatic Need	6	
Target of Opportunity	1		Target of Opportunity	1	
Administrative Change	8		Administrative Change	2	

Employment Monitoring Activity By Constituent Group

FACULTY	Male	Female	Unks	Total	Wht	Blk	Asn	Hsp	Ami	Unk	Grand Total
Applicants*	1,184	613	1,638	3,435	913	77	722	53	1	1,669	3,435
Appointments*	114	107	0	221	129	13	69	7	0	3	221
Pending Appointments*	13	3	19	35	10	1	5	0	0	19	35
Exceptions Granted	11	11	0	22	18	0	4	0	0	0	22
Separations*	116	49	0	165	126	4	32	3	0	0	165

***Excludes Adjunct, Part-time, Postdoctoral, Visiting & Volunteer**

PA STAFF	Male	Female	Unks	Total	Wht	Blk	Asn	Hsp	Ami	Unk	Grand Total
Applicants	3,347	6,419	1,165	10,931	6,179	2,104	396	184	18	2,050	10,931
Appointments	112	213	2	327	233	36	21	7	0	30	327
Pending Appointments	9	14	6	29	16	4	2	1	0	6	29
Exceptions Granted	3	6	0	9	5	0	2	2	0	0	9
Separations	67	149	0	216	164	21	22	8	0	1	216
Reclassifications	40	90	0	130	107	7	15	1	0	0	130

Legend:

Unks: Unknown Gender, Wht: White, Blk: Black, Asn: Asian, Hsp: Hispanic, Ami: American Indian, Unk: Unknown Ethnicity

Applicant count based on recruitment for positions appointed 01/01/08 – 12/31/08. Applicants who applied to positions that were withdrawn are excluded from these numbers since Adverse Impact Analysis can only be conducted against searches that end successfully.

Sources: IUPUI OLA/SAM/FAM, IUE, s:/rlmorgan/2008/fac_council

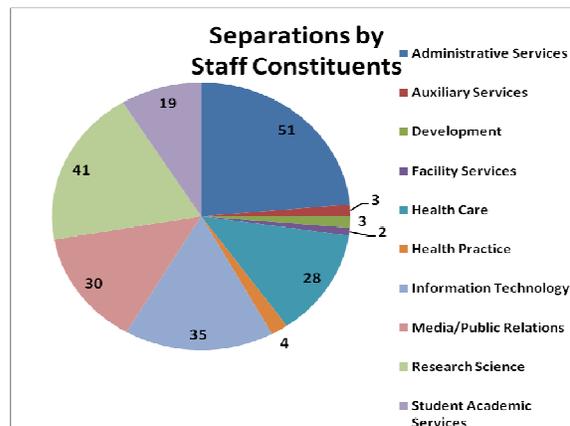
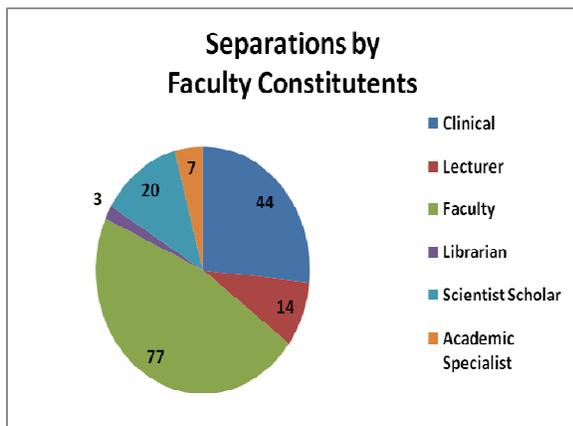
Faculty Separations

Type	Classification							Grand Total
	Clinical	Lecturer	Faculty	Librarian	Scientist Scholar	Academic Specialist		
18/20 Retirement	1	0	19	1	0	1	22	
Cancellation of Hire	1	1	0	0	0	0	2	
Death	0	1	1	0	0	0	2	
Emeritus Retirement	1	0	8	0	0	0	9	
Expiration of Appt	3	2	3	0	1	1	10	
IU Retiree Status	1	1	3	0	0	0	5	
Multiple Job Situation	0	1	0	0	0	1	2	
Other	5	0	2	0	3	0	10	
Resignation	32	8	41	2	16	4	103	
Grand Total	44	14	77	3	20	7	165	

Staff Separations

Type	Classification										Grand Total
	Adm. Serv.	Aux. Serv.	Dev.	Fac. Serv.	Health Care	Health Practice	Info Tech	Media Rel.	Research Science	Student Acad. Serv.	
18/20 Retirement	1	0	0	0	0	0	0	0	0	0	1
Attendance	0	0	0	0	0	0	1	0	0	0	1
Cancellation of Hire	0	0	0	0	0	0	0	1	0	0	1
Death	0	0	0	0	1	0	0	0	0	0	1
Failure to Return	0	0	0	0	2	0	0	0	0	0	2
Falsification	0	0	0	0	0	0	1	0	0	0	1
IU Retiree Status	7	0	0	0	1	0	1	1	0	2	12
Medical	1	0	0	0	1	0	0	0	0	1	3
Reduction in Force	1	0	2	0	2	0	5	9	3	1	23
Resignation	38	2	1	2	21	4	26	17	37	14	162
Staff Term/Hire to Hourly	0	0	0	0	0	0	0	0	1	1	2
Termination	3	1	0	0	0	0	1	2	0	0	7
Grand Total	51	3	3	2	28	4	35	30	41	19	216

Separations by Constituents



III. COMPLAINTS

Responsibility for addressing complaints of discrimination or harassment (sex, race, religion, national origin, disability, sexual orientation, etc.) is a major responsibility vested in the Office of Equal Opportunity by the Chancellor. The Office of Equal Opportunity has developed a three-pronged approach to categorizing complaints:

- 1) **Consultative Approach** which could include verbal conversations between the complainant and the respondent, as appropriate. These are issues raised by complaining parties and generally involve exploratory meetings with individuals to understand their concerns, rights and responsibilities within the university environment, to offer advice on alternative solutions, and to identify appropriate resources for resolution. While these issues are addressed by the Office, they do not rise to a level of illegal harassment or discrimination. OEO will consult, make an assessment, and intervene as appropriate, which may include facilitated discussions, but no official notice of complaint will be issued.
- 2) **Mediation** which is an intervention to work with both the complainant and the respondent to help them reach a mutually agreed upon resolution. OEO will assess the situation to determine whether mediation is appropriate. Either the Complainant or the Respondent may refuse mediation or, once commenced, end mediation at any time. No adverse inference is to be drawn from any such decision.
- 3) **Formal Investigation** that includes a comprehensive investigative approach. OEO will make a determination on the classification of the complaint. OEO will make a preliminary assessment that the issues raised warrant a formal investigation. OEO will provide notification to the relevant parties and Decisional Authority, as appropriate. If OEO determines a need for immediate interim action, e.g. removal, reassignment,

administrative leave, or suspension, such actions will be administered by the Decisional Authority.

IUPUI's formal Operating Procedures for Processing Complaints of Discrimination can be accessed at the following link:

<http://www.iupui.edu/~oeo/policy/IUPUIinvestigativeOperatingProcedures.pdf>

External complaints are charges of discrimination filed with outside compliance agencies such as the U.S. Equal Employment Opportunity Commission, Indiana Civil Rights Commission, U.S. Department of Justice, and U.S. Department of Education – Office for Civil Rights. External complaints are handled by the Office of Equal Opportunity on behalf of Indiana University.

**2008
Complaint Data by Activity
(Female)**

January-June				July-December				Number of Complaints Filed	% of Total
FEMALE	Inquiry	Internal	External	Consult	Mediate	Investigate	Agency		
Faculty	2	5	1	3	0	0	0	11	16%
Staff	7	10	2	16	2	0	0	37	52%
Students	5	4	2	10	0	0	1	22	32%
Total	14	19	5	29	2	0	1	70	

(Male)

January-June				July-December				Number of Complaints Filed	% of Total
MALE	Inquiry	Internal	External	Consult	Mediate	Investigate	Agency		
Faculty	1	0	0	2	0	0	0	3	9%
Staff	4	2	1	9	0	0	0	16	48%
Students	3	4	0	5	0	1	1	14	43%
Total	8	6	1	16	0	1	1	33	

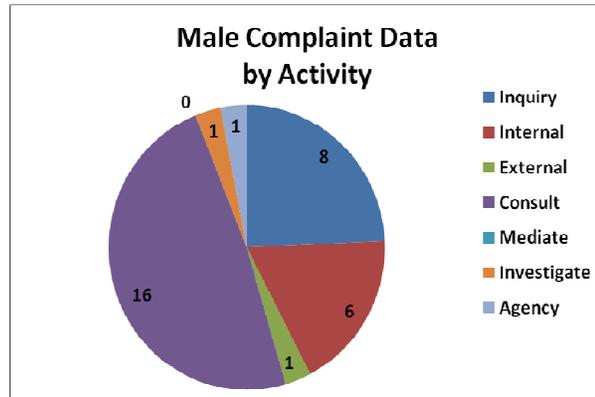
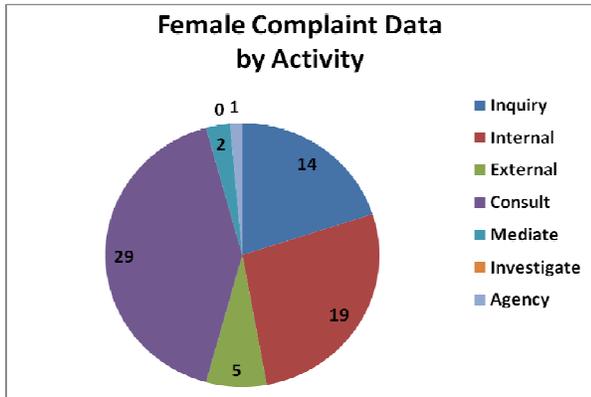
(Total)

January-June				July-December				Number of Complaints Filed	% of Total
TOTAL	Inquiry	Internal	External	Consult	Mediate	Investigate	Agency		
Faculty	3	5	1	5	0	0	0	14	14%
Staff	11	12	3	25	2	0	0	53	51%
Students	8	8	2	15	0	1	2	36	35%
Total	22	25	6	45	2	1	2	103	

Note:

January through June data reflects the old complaint process whereas, July through December reflects OEO's new operating procedures for processing complaints.

2008 Complaint Data by Gender

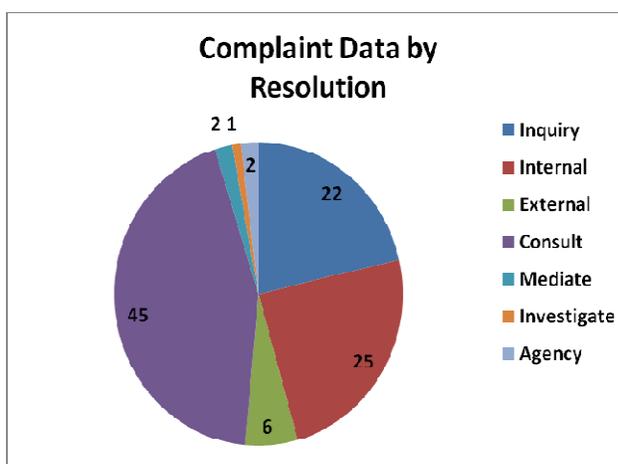
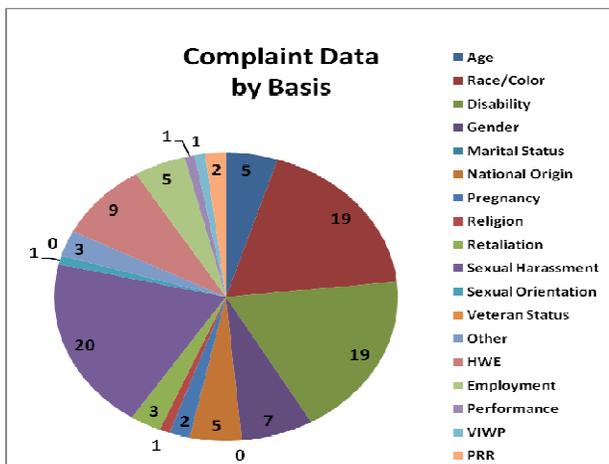


2008 Complaints of Discrimination Summary by Basis

	January-June			July-December				Total
	Inquiry	Internal	External	Consult	Mediate	Investigate	Agency	
Age	0	1	2	1	0	0	1	5
Race/Color	4	5	1	8	1	0	0	19
Disability	6	5	2	5	0	0	1	19
Gender	1	4	1	1	0	0	0	7
Marital Status	0	0	0	0	0	0	0	0
National Origin	3	1	0	1	0	0	0	5
Pregnancy	0	0	0	2	0	0	0	2
Religion	0	0	0	1	0	0	0	1
Retaliation	0	0	0	3	0	0	0	3
Sexual Harassment	2	8	0	9	0	1	0	20
Sexual Orientation	0	0	0	1	0	0	0	1
Veteran Status	0	0	0	0	0	0	0	0
Other	1	0	0	2	0	0	0	3
HWE	1	0	0	7	1	0	0	9
Employment	2	1	0	2	0	0	0	5
Performance	1	0	0	0	0	0	0	1
VIWP	1	0	0	0	0	0	0	1
PRR	0	0	0	2	0	0	0	2
Total	22	25	6	45	2	1	2	103

HWE – Hostile Work Environment, VIWP – Violence in the Workplace, PRR – Public Records Request

2008 Summary of Complaint Data

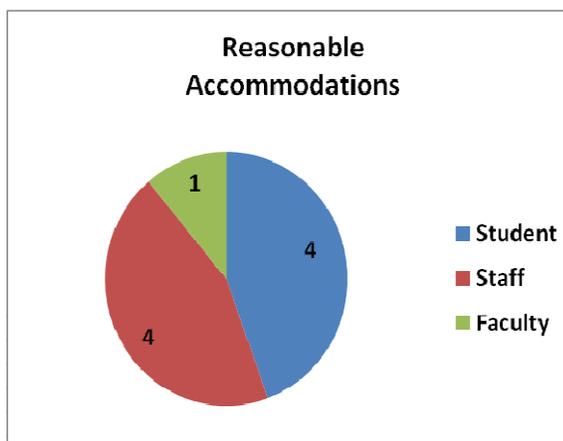


IV. REASONABLE ACCOMMODATIONS

The Office of Equal Opportunity is involved in the reasonable accommodation process for faculty, staff and students. Pursuant to the Americans with Disabilities Act of 1990 (ADA), the office works closely with supervisors, faculty, staff, students, Adaptive Educational Services, and the Department of Occupational Health Services to determine whether individuals with a disabilities are qualified under the law, and to ensure that they are afforded a reasonable accommodation to perform their jobs or perform in the classroom.

During 2008 the Office of Equal Opportunity facilitated and/or processed reasonable accommodation requests for ***nine individuals of which four were staff members, four were students, and one faculty***. The Office of Equal Opportunity also investigates claims of discrimination under the ADA and works with schools and departments to remedy those claims.

2008 Accommodation Requests



V. PROGRAM DEVELOPMENT AND TRAINING

Under the auspices of the Chancellor's Diversity Cabinet, the campus developed a vision for diversity and performance indicators to measure the degree to which IUPUI is achieving objectives for an inclusive workforce, student body, and curricula. The Office of Equal Opportunity is involved in the campus-wide initiatives for doubling diversity and addressing climate issues critical to the success and retention of minority and female faculty, staff and students, as well as the ongoing discussion on how to achieve diversity goals.

The Office of Equal Opportunity implemented an on-line Sexual Harassment training module for the campus community in 2004. The online module is designed to educate users about sexual harassment, applicable university policies and procedures, and the law. The module incorporates scenarios relevant to faculty, staff, administrators, students, as well as the medical environment and concludes with an exam and certificate upon successful completion. The on-line Sexual Harassment Training module can be accessed at <http://training.newmedialearning.com/psh/iupui/index.htm>

Staff is engaged in ongoing training initiatives which include supervisory training, orientation for search committees, and presentations to departments and academic classes as depicted in the table below.

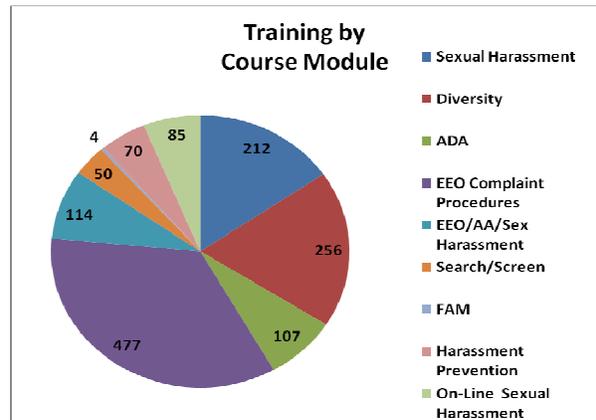
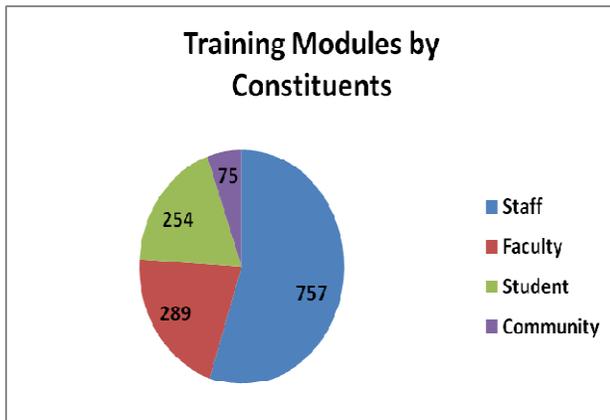
The compliance training series includes the "Fundamentals of Supervisory Training" which consists of six modules:

<u>Session Topic</u>	<u>Presenting Department</u>
<i>Fair Labor Standards Act</i>	Human Resources
<i>Equal Opportunity and Affirmative Action</i>	Equal Opportunity
<i>Sexual Harassment</i>	Equal Opportunity
<i>Family and Medical Leave Act</i>	Human Resources
<i>Americans with Disabilities Act</i>	Equal Opportunity
<i>Workers Compensation</i>	Risk Management

The Office of Equal Opportunity delivers approximately half of the compliance training series. In addition to the compliance training, other workshops on a variety of EEO/AA topics were presented to students, faculty, staff and others. Through these efforts, training was presented to **1,375 participants** in training modules that included Sexual Harassment, ADA, Diversity, EEO/AA and individualized FAM training or academic search committee orientation.

**2008
Participant Data by
Course Module**

Type	Staff	Faculty	Student	Community	Total
Sexual Harassment	62	0	150	0	212
Diversity	89	93	74	0	256
ADA	107	0	0	0	107
EEO Complaint Procedures	312	165	0	0	477
EEO/AA/Sex Harassment	105	1	8	0	114
Search/Screen	18	22	5	5	50
FAM	4	0	0	0	4
Harassment Prevention	0	0	0	70	70
On-Line Sexual Harassment	60	8	17	0	85
Total	757	289	254	75	1375



VI. LIAISON TO FEDERAL AND STATE AGENCIES

The Office of Equal Opportunity is very involved in organizations and activities related to its regulatory responsibilities that include the Indiana Industry Liaison Group (an alliance between the OFCCP, Dept. of Labor and major federal contractors), the Equal Employment Opportunity Commission, the Indiana Civil Rights Commission, the Indiana Affirmative Action Officers Association, and the American Association for Affirmative Action. Additionally, this office works with and responds to all federal and state compliance agencies when charges of discrimination or harassment are filed against the University.

GOALS AND OBJECTIVES

In addition to current efforts, the Office of Equal Opportunity has identified goals and objectives for 2009 that include:

- Develop and implement Search/Screen on-line training module
- Explore and develop a web based faculty application process – next generation of FAM
- Refine the Disability Accommodation Request Process
- Broader communication of the Search and Screen process campus-wide
- Provide Mediation training to campus constituents

IUPUI
Office of
Equal Opportunity

Operating
Policies and Procedures

EQUAL OPPORTUNITY REAFFIRMATION

Memorandum to IUPUI Faculty, Staff, and Students from Chancellor Charles R. Bantz on May 25, 2007

At IUPUI, diversity means three things:

1. diversity is an educational and social asset to be reflected in our learning and work objectives;
2. the persons who comprise our academic community reflect both the current diversity of our service region as well as the evolving demographics of a state and city that aspire to participate fully in a global society; and
3. IUPUI's social and physical environment will enable all of its members to succeed to the fullest extent of their potential.

(Vision for Diversity at IUPUI, Adopted 2001)

Having diversity in classrooms, research labs, clinical practice settings, and places of work are essential to the fundamental work of the University. If students are to learn, they must be encouraged to ask questions, seek knowledge from those with whom they disagree, and take part in open and honest debate. The ability to learn from and use diverse perspectives is instrumental to constructive problem solving and good citizenship. Therefore, it is essential that the campus have an environment that encourages interaction among individuals of diverse backgrounds. Moreover, all employees expect and deserve to work in a healthy, supportive atmosphere that respects differences.

To help accomplish this, the Trustees of Indiana University adopted an equal opportunity/affirmative action policy that is based on resolutions dating from 1969 and reaffirmed unanimously in 1995. The trustees stated, "In reaffirming this policy, which has served us well, we must advocate and perpetuate performance which reflects this commitment. We must and will hold ourselves accountable for our decision and action."

Each year, IUPUI reaffirms its commitment to equal opportunity and to observing requirements embodied in federal and state laws, executive orders, guidelines, and regulations designed to promote affirmative action and assure equal opportunity in education and employment. As part of that reaffirmation, we expect deans, directors, and others who have administrative responsibility and authority to carry out the policies of the trustees and to pursue our shared diversity goals effectively. In addition, we expect employees to perform their duties in a manner that clearly reflects the principle of equal opportunity in every aspect of university life through collaboration, cooperation and collegiality.

The equal opportunity policy at IUPUI prohibits **discrimination or harassment against** anyone based on race, color, religion, national origin, sex, sexual orientation, marital status, age, disability, or veteran status. **Retaliation against any person who complains of, or participates in, an investigation of unlawful discrimination or harassment is also prohibited.** We will continue to promote and provide equal opportunity in education and training programs, employment, admissions, and all other activities for faculty, staff, and students. All personnel actions, such as compensation and fringe benefits, transfer, promotion, training for employees, as well as all university-sponsored social and recreational programs, will be administered in accordance with our equal opportunity policy.

Responsibility for communicating, interpreting, and monitoring the equal opportunity policy resides with Kim D. Kirkland, Director of the Office of Equal Opportunity at IUPUI. This office maintains a comprehensive program which has been accepted by all relevant agencies of the federal government. The Office of Equal Opportunity is located in the Union Building, 620 Union Drive, Suite 117, Indianapolis, IN 46202. Voice: (317) 274-2306 or TDD: (317) 278-2200.

IUPUI
SEXUAL HARASSMENT POLICY
(Summary)

Sexual harassment is unlawful. It is prohibited in the University community by Title VII of the 1964 Civil Rights Act, Executive Order 11246, Title IX of the Education Amendments of 1972, and Indiana Civil Rights Law. Moreover, "Guidelines on Sexual Harassment," published by the U.S. Equal Employment Opportunity Commission in 1980, and case law developing in the courts, continue to define and refine what constitutes sexual harassment; responsibilities attached to perpetrators, employers, and supervisors; and remedies that are available to victims.

POLICY

IUPUI is subject to and governed by the Indiana University Policy Against Sexual Harassment, adopted by the Indiana University Board of Trustees on June 15, 1998. Indiana University-Purdue University Indianapolis (IUPUI) does not tolerate sexual harassment of students or employees of the University and responds to every complaint, providing proper remediation when harassment is determined to have occurred.

This policy is designed to protect all members of the University community. It applies to relationships among peers, superior/subordinate relationships, as well as all individuals, regardless of their gender or sexual orientation.

DEFINITION

Unwelcome sexual advances, request for sexual favors and other verbal or physical conduct of a sexual nature, constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or academic advancement;
2. Submission to or rejection of such conduct by an individual is used as the basis for employment or academic decisions affecting such individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work or academic performance or creating an intimidating, hostile, or offensive working or learning environment.

PROVISIONS

Faculty, staff and students have the right to raise issues of sexual harassment. Harassment or retaliation against complainants or others who participate in an investigation of a complaint will not be tolerated. Appropriate and prompt disciplinary or remedial action will be taken against persons found to be engaging in such harassment.

Sexual harassment can be a grievous action having serious and far-reaching effects on the careers and lives of individuals. False accusations can have a similar impact. Thus, a charge of sexual harassment will not be taken lightly by a complainant, a respondent, or any other member of the University community.

COMPLAINT PROCEDURES

Faculty, staff or students who believe they have been sexually harassed, or who believe they have observed sexual harassment, should notify their supervisor, an academic or student service dean or official and/or Kim D. Kirkland, Director of the Office of Equal Opportunity within a reasonable time. Both formal and informal procedures, including mediation, shall be utilized to resolve complaints and other incidents of sexual harassment. Complaints received by administrators or supervisors should be forwarded to the Office of Equal Opportunity for investigation and resolution. The Office of Equal Opportunity is located in the Union Building, Suite 117, 620 Union Drive, Indianapolis, IN 46202. Voice: (317) 274-2306 or TDD: (317) 278-2200.

IUPUI

THE AMERICANS WITH DISABILITIES ACT

BACKGROUND AND SUMMARY

The **Americans with Disabilities Act (ADA)**, Public Law 101-336, was enacted on July 26, 1990, "to provide a clear and comprehensive mandate for the elimination of discrimination against individuals with disabilities." This federal legislation requires equal treatment of disabled persons in employment, public services and transportation, public accommodations, and telecommunications services.

Indiana University-Purdue University Indianapolis (IUPUI), a public entity, as set forth in Title II of the ADA, is subject to the requirements of the Americans with Disabilities Act. Title II of the ADA prohibits discrimination against qualified individuals with disabilities with regard to services, programs and activities at IUPUI. IUPUI is prohibited from discriminating against qualified individuals with disabilities in its employment practices pursuant to Title I of the Americans with Disabilities Act.

IUPUI NONDISCRIMINATION POLICY FOR PEOPLE WITH DISABILITIES

Indiana University-Purdue University Indianapolis is committed to the spirit and letter of the Americans with Disabilities Act. Heretofore, the University has been subject to the nondiscrimination provisions of Sections 503 and 504 of the Rehabilitation Act of 1973. Under Sections 503 and 504, the University has instituted various administrative policies, practices and procedures to ensure nondiscrimination against individuals with disabilities. These policies, practices and procedures have been amended to comply with the requirements of the Americans with Disabilities Act.

Accordingly, "no qualified individual with a disability shall, by reason of such disability, be either excluded from participation in, or be denied the benefit of services, programs, or activities" of Indiana University-Purdue University Indianapolis. Moreover, no qualified individual with a disability shall be discriminated against because of the disability with regard to the job application process, the hiring or discharge of employees, compensation, advancement, job training, and other terms, conditions and privileges of employment.

COMPLIANCE RESPONSIBILITY

Responsibility for coordinating IUPUI's compliance with the requirements of the Americans with Disabilities Act resides with Kim D. Kirkland, Director of the Office of Equal Opportunity.

Additional information on policy or complaint procedures is available in the Office of Equal Opportunity located in the Union Building, Suite 117, 620 Union Drive, Indianapolis, IN 46202. Voice: Call (317) 274-2306 or TDD: (317) 278-2200.

COMPLAINT PROCEDURE

Individuals who have complaints regarding the University's compliance with particular provisions of the Americans with Disabilities Act should contact the Office of Equal Opportunity. Complaints will be handled promptly with the purpose of an equitable resolution.